

October 9, 2002

Dear Colleague:

Throughout the country, states, consumers, and providers of services are wrestling with two important issues: (1) the quality of services and supports provided to individuals with developmental disabilities; and (2) a shortage of qualified direct support professionals. We know the issues-now we need to find the solutions.

We believe that **Quality Improvement** means putting systems in place that will assist people with disabilities to be safe, healthy, and empowered to make choices about their lives. Quality improvement activities are undertaken by states to promote effective services that assure the health and welfare of individuals in home and community-based settings. Our goal is to balance consumer satisfaction, fiscal realities, human resources, regulatory compliance, and desired outcomes for people with disabilities.

In collaboration with the Developmental Disabilities Quality Coalition*, the Administration on Developmental Disabilities will hold an **ADD Commissioner's Forum** on Tuesday, February 18, through Thursday, February 20, 2003 at the Mayflower Hotel in Washington, D.C. The theme of the 2003 forum will be: **Building a Comprehensive Quality Management Program and Supporting the Direct Support Workforce for DD Service Systems**. In addition to members of the DD network, ADD will invite other public and private partners to participate, including self-advocates and representatives from the U.S. Department of Labor, the Social Security Administration, HHS's Centers for Medicare and Medicaid Services, and the U.S. Department of Education (NIDRR). Mark your calendars and make plans to attend this ground breaking meeting!

We are very interested in learning about programs in your states that might be "showcased" during our forum. **We invite you to submit the names of successful state-level, advocacy-sponsored, and/or provider-level initiatives that assure and improve the quality of community supports and/or enhance the competency and stability of the workforce serving individuals with developmental disabilities.** Members of the DD Quality Coalition will review the submissions and invite representatives from selected programs to be presenters and resource experts at the forum.

We are interested in the perspectives of individuals with disabilities who use supports as well as those of their families, community support providers, and those involved in designing or overseeing quality management or workforce development systems.

Attached you will find submission forms for (1) Quality Management; and (2) Workforce Development. You may nominate programs for either topic, or for both. We also welcome self-nominations. Please fill out the attached forms and return them to Patricia Morrissey, Commissioner, Administration on Developmental Disabilities, in care of Faith McCormick, fmccormick@acf.hhs.gov. **The deadline for submissions is November 1, 2002.**

Our forum goals are to develop together a strategic vision for person-centered quality

management programs and innovative workforce initiatives. We are committed to learning the “recipes” of programs that work, recipes that equip you to try out new ideas when you return to your community and state. ADD will issue a summary report shortly after the forum.

We look forward to hearing from you. If you have any questions, please don’t hesitate to contact either Faith McCormick at ADD (202-401-6970), or Steve Eidelman, Executive Director, The Arc, at eidelman@thearc.org (301-565-5469).

Sincerely,

A handwritten signature in black ink, appearing to read "S. M. Eidelman", with a long horizontal flourish extending to the right.

Patricia A. Morrissey
Commissioner, ADD

Steven M. Eidelman
Executive Director, The Arc

*The DD Quality Coalition is a confederation of national organizations that have banded together in a common effort to improve the quality and accessibility of community supports for children and adults with developmental disabilities. Members include: The Arc of the U.S.; the Association of University Centers on Disability; the American Association on Mental Retardation; the American Network of Community Options and Resources; the Council on Quality and Leadership; the Consortium of Developmental Disabilities Councils; the National Association of Protection and Advocacy Systems; the National Association of Developmental Disabilities Councils; and the National Alliance of Direct Support Professionals.

Building a Comprehensive Quality Management Program and Supporting the Direct Support Workforce

ADD Commissioner's Forum

Feb. 18-20, 2003

Washington, D.C.

Nomination Forms for Presenters

(You may submit nominations for Quality Management, Workforce Development, or both)

**Please submit your nominations to: Patricia Morrissey, Ph.D., Commissioner,
Administration on Developmental Disabilities in care of Faith McCormick at
fmccormick@acf.hhs.gov.**

Please submit your nominations by November 1, 2002

First Day-Quality Management

Definition: Quality Management means putting systems in place that will assist people with disabilities to be safe, healthy, and empowered to make choices about their lives.

Description of Program to be Presented (attach additional sheet if necessary):

Name and Title of Presenter:

Contact Person:

Organization:

Phone & Address:

E-mail:

1. How is the program benefiting the individuals you serve?

2. In what ways do you provide for on-going improvements in your delivery system?

3. What data is collected? How is it used and reported?

4. Does your data show trends and/or comparisons with best practices or previous baselines?

5. Has your quality management program been replicated? Where?

6. What other community/state agencies do you collaborate with?

7. How have you empowered the individuals you serve to make choices?

8. What outcomes are you most proud of?

9. Do you have any products associated with your program?

10. Additional Comments:

Please feel free to attach brochures, fact sheets, etc., about your quality management program.

Second Day-Workforce Development

Issue to be addressed: workforce shortage of qualified and appropriately trained direct support professionals

Description of Program to be Presented (include additional sheet if necessary):

Name and Title of the Presenter:

Contact Person:

Organization:

Phone & Address:

E-mail:

Please describe your innovative and exemplary practices in the applicable areas:

1. Recruitment

2. Initial and on-going training:

3. On-going support and incentives:

4. Career Development:

5. Retention:

6. How are the individuals you serve involved in your workforce program?

7. Has your workforce development program been replicated? Where?

8. Is your program based locally, by county, by state, or Nationally?

9. What outcomes are you most proud of?

10.Are there any products associated with your workforce development program?

11.Additional Comments

Please feel free to attach brochures, fact sheets, etc., about your workforce development program.